

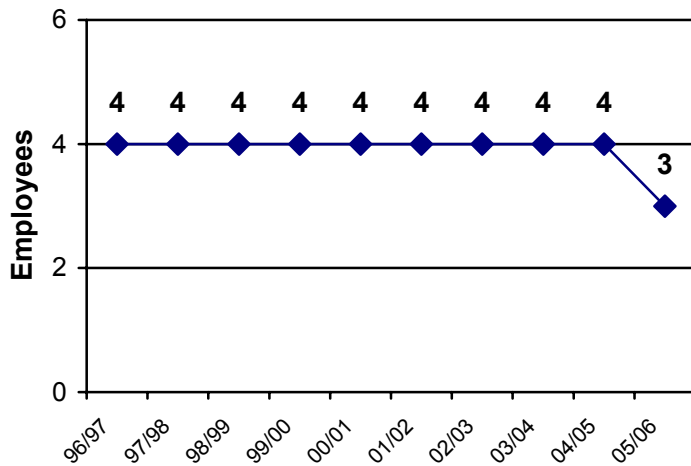
**MISSION STATEMENT**

Provide skilled, responsive, and cost effective Reprographic services to our customers in a friendly and service-oriented manner.

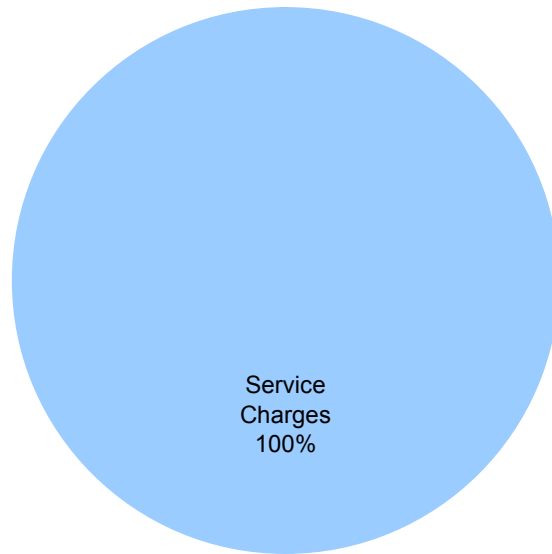
## SCHEDULE 10

OPERATING DETAIL	ACTUAL	ACTUAL	RECOMMENDED	ADOPTED
	2003-04	2004-05	ESTIMATES	ESTIMATES
(1)	(2)	(3)	(4)	(5)
<b>REVENUES:</b>				
OPERATING REVENUES				
Copying and Printing	628,629	607,176	642,170	642,170
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL OPERATING REVENUES	628,629	607,176	642,170	642,170
NONOPERATING REVENUES				
Maintenance Project	0	0	0	0
Interest	<u>1,028</u>	<u>2,281</u>	<u>0</u>	<u>0</u>
TOTAL NONOPERATING REVENUES	1,028	2,281	0	0
OPERATING REVENUES				
Sale of Fixed Assets	<u>(19,173)</u>	<u>829</u>	<u>0</u>	<u>0</u>
TOTAL OPERATING REVENUES	(19,173)	829	0	0
TOTAL REVENUES	610,484	610,286	642,170	642,170
<b>EXPENSES:</b>				
OPERATING EXPENSES				
Salaries and Benefits	222,928	202,941	203,930	203,930
Services and Supplies	318,338	316,325	335,659	335,659
Depreciation	29,200	22,215	16,575	16,575
Countywide Overhead Allocation	<u>26,451</u>	<u>44,537</u>	<u>86,006</u>	<u>86,006</u>
TOTAL OPERATING EXPENSES	596,917	586,018	642,170	642,170
TOTAL EXPENSES	596,917	586,018	642,170	642,170
NET INCOME (LOSS)	13,567	24,268	0	0
FIXED ASSET EXPENDITURES				
Equipment	<u>21,818</u>	<u>586,018</u>	<u>0</u>	<u>0</u>
TOTAL FIXED ASSET EXPENDITURES	21,818	586,018	0	0

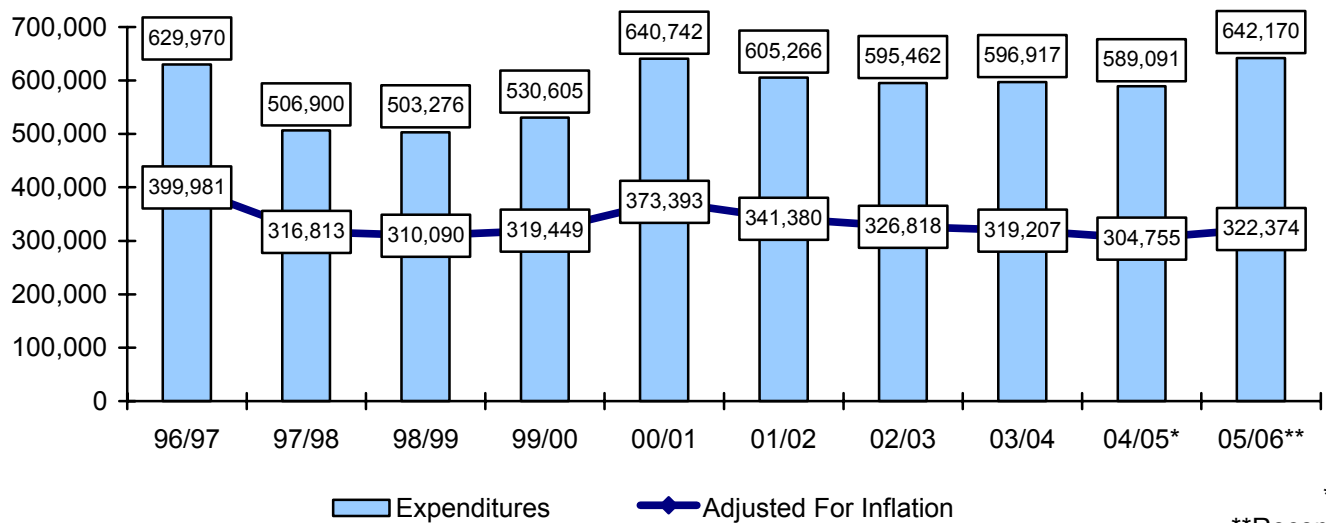
**Number of Employees**  
(Full Time Equivalent)



**Source of Funds**



**10 Year Expenditures Adjusted For Inflation**



\*Adopted  
\*\*Recommended

**SERVICE PROGRAMS**

**Reprographics**

Provide centralized reprographic services to County departments and other governmental agencies, including copying, offset printing, and blueprinting.

Total Expenditures: \$642,170 Total Staffing (FTE): 3.0

**Support to County Departments**

**D-242**

### DEPARTMENT COMMENTS

The Department of General Services, Reprographics Division, is submitting its 2005/06 Internal Service Fund budget based upon the present revenue and expense forecast. These estimates are based upon 2003/04 actual charges to departments and actual expenditures.

There is one vacant position being eliminated for next fiscal year. This will result in reducing salary expenses by approximately \$33,000.

The Services and Supplies accounts have increased by \$22,068. While many of the supply expenses have held steady or decreased, the charges for County Wide Overhead increased by \$41,672 and the charges for ITD Departmental Services increased by \$10,359.

The depreciation account has decreased by \$4,153 due to the elimination of the previous copy machine's depreciation expense.

No new fixed assets are budgeted this fiscal year.

Revenues have decreased by \$33,328 due to a decrease in demand for print and copy jobs. We have seen a trend of County departments using more on-line forms and doing more of their own copy and print jobs internally. Whether or not this trend will level off or continue remains to be seen.

General Services will continue to monitor the Reprographics operations to ensure its continued viability while offering high quality services for less than market rates. All efforts are being made to look at ideas for cost savings and possibly expanding services in the future.

### COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

This budget is recommended as requested. One vacant position is being eliminated due to a decrease in demand for print and copy jobs.

### BOARD ADOPTED CHANGES

None.

### GOALS/PERFORMANCE MEASURES

<b>Department Goal:</b> Provide skilled, responsive, and cost effective reprographic services to County departments.						
<b>Communitywide Result Link:</b> A well-governed community.						
<b>1. Performance Measure: Percentage of customer survey respondents who rate quality of reprographics services as satisfactory or better.</b>						
00-01 Actual Results	01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Adopted	04-05 Actual Results	05-06 Target
96%	100%	97%	100%	96%	98%	96%
<b>What:</b> Survey results of internal County department customers.						
<b>Why:</b> To ensure effective customer service.						
<b>How are we doing?</b> Surveys are distributed to customers with the final print/copy job so that the survey response is job specific and immediate. In 2004-05, 98% of respondents were satisfied with the quality of services.						

2. Performance Measure: Rates charged by Reprographics for common print jobs compared to rates charged by private vendors for the same jobs.						
00-01 Actual Results	01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Adopted	04-05 Actual Results	05-06 Target
Did not exist	Did not exist	Did not exist	Rates Below Market. See comments below.	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)
<p><b>What:</b> Job rates charged by Reprographics to perform common print jobs as compared to a local private vendors rates.</p> <p><b>Why:</b> To demonstrate Reprographics cost competitiveness with local private vendors.</p> <p><b>How are we doing?</b> 2004-05 actual results were measured for following job: 5,000 8.5"x11" S/20 white #1 bond printed in 1 color. Pantone green. Shrink wrapped in 500's. Private vendors' rates = \$838.70 &amp; \$310.89. Reprographics' rate = \$237.84, or 28% &amp; 77% of the private vendors' rates. In 2005-06, we will continue to compare Reprographic's rates with those of private competitors for a customary job, to measure how Reprographic's rates compare to private market rates.</p>						